User Manual

Call Log Manager V 6.0

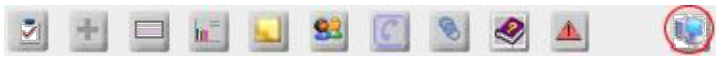
May 2007

InNottingham Web Design

Chapter 12 System Administration

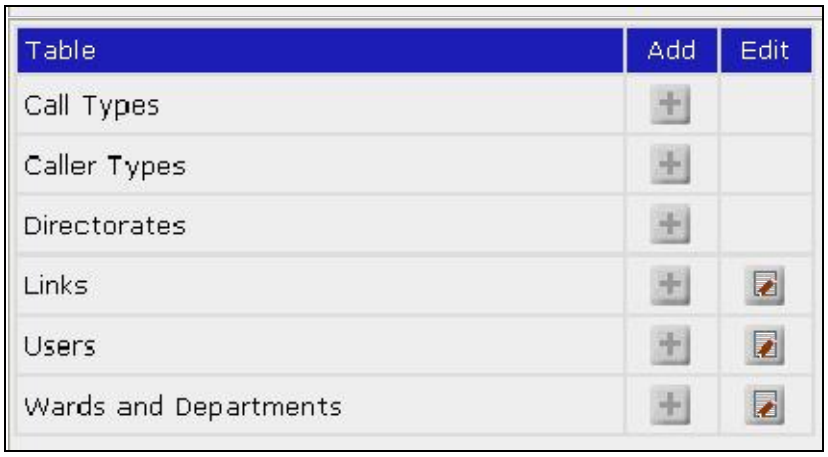
System Administration.

The system admin functions are all in the system maintenance section which is accessed by selecting this system button from the top toolbar



Only users with level 1 access can get into this section.

Once in this section you can select from the following table



To add a new user go down the table to the user row and select the Plus button. To update a user, including resetting passwords select the edit button.

From within this section you can also add Call Types, Caller Types Directorates, Wards and Departments and Links.

Utilities

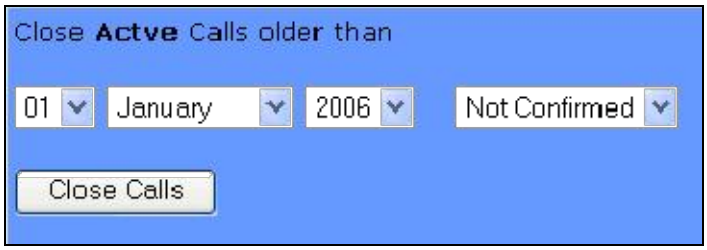
System Checks

This section will highlight any errors that may cause problems in the system.

Closing Active Calls.

From time to time active calls can clog up the work list. This occurs when people have forgotten to close calls when they gone on holiday for example. These calls then clutter the worklist for the current users.

The following from should be completed in order to close active calls older than a specified date.



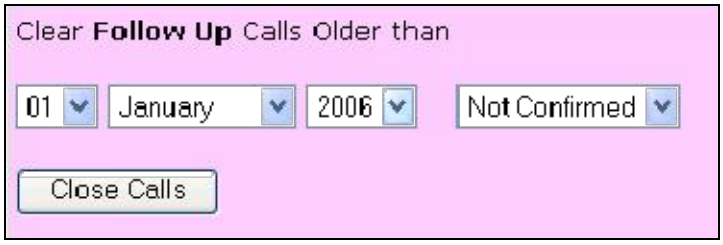
You can also set the system to close calls automatically after 5 days.

When users log on the system scans the active calls and closes any that are older than 5 days. Simple set the following option to active.

To disable this feature set the drop down list to disabled.

Follow up calls.

If you have outstanding follow up calls that you wish to clear in one go you can do this by completing the following form. This marks the call to show the follow up has been completed and a note is added to the database showing the call was closed from the admin section.



System Notes

To activate to disable system notes use this form.

Remote logging

Allow users to add calls from remote locations eg wards

The edit matrix link allows you to specify times when remote logging is available

System Renewals

The system has to be renewed on an annual basis in order from you to still log calls.

When its time to renew or if you are instructed by InNottingham Web Design, You will need to enter a key and code in these boxes to extend your subscription.